



OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS
CITY OF CHICAGO

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management & Communications

CC: Tiffany Sostrin
Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-01 Overdoses

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Mitts asked for a breakdown of how many calls pertained to overdoses in the 11th, 15th, and 25th Districts, for 2017 through year-to-date.

The breakdown of 2017 through year-to-date calls that were dispatched for service that pertain to overdoses, broken down by Districts 11, 15, and 25, is as follows:

	2017 Event Count	2018 Event Count	2019 YTD Event Count
District	OD Calls	OD Calls	OD Calls
011	395	666	770
015	126	193	214
025	113	128	160

As always, please let me know if you have any further questions.



OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS
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MEMORANDUM

To: The Honorable Pat Dowell
Chairman, Committee on the Budget and Government Operations

From: Richard Guidice
Executive Director
Office of Emergency Management & Communications

CC: Tiffany Sostrin
Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-02 Cameras

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Mitts asked for a list of cameras in the 37th Ward.

There are 95 cameras owned by CPD and OEMC in the 37th Ward. Due to operational security protections, we are not able to submit written detail regarding location specifics for each camera. However, we are happy to invite you to our offices to review this information in person. Please contact Ruben Madrigal, Managing Deputy of Public Safety Information Technology, at Ruben.Madrigal@cityofchicago.org to arrange a meeting around your availability.

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-03 Reimbursements

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Tunney asked for a list of all reimbursements, including amount, for special events for the Traffic Management Authority (TMA) from 2017 through year-to-date.

The table below shows the amount billed for traffic aides for special events for 2017, 2018, and 2019 YTD (end of Q3).

Year	Amount Billed
2017	\$7,597,972.99
2018	\$8,369,233.39
2019 YTD	\$6,455,647.33

As always, please let me know if you have any further questions.



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Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-04 Attrition

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Tunney asked for the attrition rate for part-time Traffic Control Aides (TCAs).

The attrition rate for part-time TCA employees is 10.4 percent (YTD 2019).

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-05 Services

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Reilly asked for a list of all OEMC's outsourced services.

The OEMC does not outsource services.

As always, please let me know if you have any further questions.



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Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-06 Budget

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Reilly asked for changes made to the department due to zero based budgeting.

As part of the zero-based budgeting process, the department worked closely with the Office of Budget and Management (OBM) to ensure every budget line, no matter how large or small, was justified down to the penny. As a result of this exercise, OEMC worked with OBM to refocus its operations on OEMC's core mission and moved 54 Police Communications Officer I (PCO) employees previously assigned to the Alternate Response Section (ARS) to the 911 floor. It is anticipated that overtime on the 911 floor will decrease as a result of this move.

The OEMC also worked with OBM to add 33 new full-time Traffic Control Aide (TCA) vacancies to the O'Hare (740) and Midway (610) funds. The TCA hourly allocation in these respective funds were decreased to make room for these additional positions with no impact to the budget. This move will result in a more reliable staffing schedule at the airports and operational efficiency.

Savings from vacancies that were reduced:

- 1 Assistant Director of Finance position (\$76,968 on the Corporate Fund) and 1 Deputy Director position (\$91,092 on a grant) were cut from the budget resulting in a savings of \$171,060 in salaries plus associated fringe annually.

- 3 Senior Emergency Management Coordinator positions (\$75,024 pp) were cut resulting in an annual savings of \$225,072 plus associated fringe. These positions were grant-funded.
- 1 Supervising Traffic Control Aide position was cut from the Midway 610 fund resulting in a savings of \$45,924 annually plus fringe.

As always, please let me know if you have any further questions.



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Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-07 Cameras

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Austin asked for list of cameras in the 34th Ward.

There are 39 cameras owned by CPD and OEMC in the 34th Ward. Due to operational security protections, we are not able to submit written detail regarding location specifics for each camera. However, we are happy to invite you to our offices to review this information in person. Please contact Ruben Madrigal, Managing Deputy of Public Safety Information Technology, at Ruben.Madrigal@cityofchicago.org to arrange a meeting around your availability.

As always, please let me know if you have any further questions.



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Executive Director
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CC: Tiffany Sostrin
Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-07 Cameras

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Austin asked for list of cameras in the 34th Ward.

There are 39 cameras owned by CPD and OEMC in the 34th Ward. Due to operational security protections, we are not able to submit written detail regarding location specifics for each camera. However, we are happy to invite you to our offices to review this information in person. Please contact Ruben Madrigal, Managing Deputy of Public Safety Information Technology, at Ruben.Madrigal@cityofchicago.org to arrange a meeting around your availability.

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-08 Absenteeism

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Smith asked for a list of absenteeism costs over the past three years.

Dollar amounts for absenteeism are not tracked. Listed below are the hours for overt absenteeism:

- 2017 - 26,574 hours
- 2018 - 56,654 hours (the uptick between 2017 and 2018 is due to a scheduling code adjustment that we made to more accurately track the proper form of absenteeism)
 - 69% of overt absentee hours are attributed to crossing guards (36,163 hours)
- 2019 – 37,504 hours as of 9/30/19
 - 73% of overt absentee hours are attributed to crossing guards (27,270 hours) as of 9/30/19

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-09 FMLA

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Smith asked for a list of FMLA costs over the past 3 years.

The OEMC does not track dollar amounts for FMLA. Listed below are the hours for FMLA:

- 2017 – 56,377 hours
- 2018 – 52,998 hours
- 2019 – 37,520 hours as of 9/30/2019

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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-10 Overtime

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Smith asked for a list of overtime costs over the past three years.

Listed below are departmental overtime costs:

- 2017 - \$10,746,453
- 2018 - \$9,773,265
- 2019 - \$7,571,709 as of 9/30/19

As always, please let me know if you have any further questions.



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Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-11 Attrition

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Thompson asked for the attrition rate for crossing guards.

The attrition rate for Crossing Guards is 7.74 percent (YTD 2019).

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-12 911 Calls

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Ramirez-Rosa asked for a breakdown of 911 calls by police district, 2018-YTD.

The breakdown of 2018-YTD 911 calls that were dispatched for service is attached as Exhibit A.

As always, please let me know if you have any further questions.

Exhibit A

	2018 Event Count	2019 YTD Event Count
District		
ALL	1,369,888	1,159,395
001	61,746	54,018
002	58,496	48,100
003	68,209	59,190
004	76,004	63,362
005	51,797	42,457
006	81,506	68,199
007	61,884	52,222
008	94,435	80,263
009	64,816	55,753
010	57,759	47,059
011	89,381	79,489
012	76,757	64,858
014	47,957	40,315
015	49,862	43,218
016	49,771	41,591
017	46,898	38,565
018	65,499	55,892
019	66,305	56,316
020	28,981	24,757
022	46,980	38,542
024	47,255	40,446
025	75,410	63,690



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-13 911 Calls

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Ramirez-Rosa asked for a breakdown of 9-1-1 calls by district that pertain to mental health, 2018-YTD

The breakdown of 2018-YTD 911 calls that were dispatched for service that pertain to mental health is attached as Exhibit A.

As always, please let me know if you have any further questions.

Exhibit A

	2018 Event Count	2019 YTD Event Count
District	CIT Calls	CIT Calls
ALL	38,332	34,767
001	2,197	1,983
002	1,743	1,570
003	1,889	1,612
004	2,206	2,039
005	1,517	1,394
006	2,108	1,965
007	1,879	1,635
008	2,152	2,093
009	1,564	1,431
010	1,397	1,142
011	2,122	1,952
012	1,833	1,700
014	1,328	1,093
015	1,386	1,295
016	1,374	1,113
017	1,361	1,140
018	1,719	1,718
019	2,316	2,076
020	1,203	1,132
022	1,346	1,148
024	1,901	1,843
025	1,780	1,678



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-14 CIT Officer

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Ramirez-Rosa asked for a breakdown of 911 calls by district where a CIT officer was dispatched, 2018-YTD.

The breakdown of 2018-YTD 911 calls that were dispatched for service where a CIT officer was dispatched is attached as Exhibit A.

As always, please let me know if you have any further questions.

Exhibit A

	2018 Event Count	2019 YTD Event Count
District	CIT Officer (for CIT Calls)	CIT Officer (for CIT Calls)
ALL	19,220	18,272
001	972	804
002	851	841
003	1,061	925
004	938	911
005	886	855
006	874	955
007	1,130	1,001
008	928	888
009	878	797
010	853	727
011	1,128	985
012	966	865
014	684	563
015	699	762
016	681	739
017	649	583
018	815	879
019	1,104	1,077
020	569	590
022	646	679
024	1,071	1,030
025	832	810



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Mayor's Office of Legislative Counsel and Government Affairs

Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-15 NAMI

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Ramirez-Rosa requested information regarding the OEMC's use of the National Alliance on Mental Illness (NAMI) for mental health referrals.

To clarify, the OEMC only transfers 3-1-1 calls for mental health resources to NAMI, not 9-1-1 calls. 3-1-1 is simply a referral conduit.

NAMI was selected for this purpose by the Chicago Department of Public Health (CDPH). Per CDPH, NAMI was selected to be the mental health referral agency because they service the entire City of Chicago, unlike some hospitals and health care systems that only service their patients. CDPH will assess the impact of this mental health referral process to incorporate learnings into a future request for proposal.

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-16 NAMI

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Ramirez-Rosa and Alderman Sigcho-Lopez asked for YTD calls that were deferred to the National Alliance for Mental Illness (NAMI) by district or zip code, and the outcome of each call.

The OEMC transfers 3-1-1 calls for mental health resources to NAMI. Because 3-1-1 is a referral conduit, the OEMC does not track outcomes for NAMI referrals.

Below is a breakdown of referrals to NAMI for the past 90 days, the longest timeframe our system holds this data. Additionally, the information provided below is citywide data because the 3-1-1 system does not automatically geolocate inbound calls.

Year	Month	NAMI Transfers
2019	July	3
2019	August	31
2019	September	28
2019	October	36
Grand Total		98

As always, please let me know if you have any further questions.



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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-17 Dispatch

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Taylor asked for average 911 dispatch times YTD.

Below are the average dispatch times for calls by priority type YTD:

Call Priority	2019 YTD (Jan-Aug) Dispatch Time
Priority 1: <u>Immediate Dispatch</u> , an immediate dispatch is defined as any "In Progress" call for service. Goal dispatch time is 10 min.	5 minutes 26 seconds
Priority 2: <u>Rapid Dispatch</u> , defined as call in which timely police response has the potential for affecting the outcome of an incident. Goal dispatch time is 10 min.	5 minutes 47 seconds
Priority 3: <u>Routine Dispatch</u> , defined as an incident where delay in police response will not affect the outcome of an incident. Goal dispatch time is 60 min.	5 minutes 05 seconds

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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-18 Overtime

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Taylor asked for overtime hours for special events.

The OEMC's Emergency Management section's overtime hours for special events or incident responses are 1,616 hours through August 2019. The OEMC's Public Safety Information Technology section's (radio, cameras) overtime hours for special events are 279 hours for 2019 YTD. The OEMC's TMA section's overtime hours for special events are 9,350 hours for 2019 YTD. Please note that the OEMC recoups TMA costs from event organizers.

As always, please let me know if you have any further questions.



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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-19 Positions

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman LaSpata asked for information regarding marketing of open positions during the hiring process.

OEMC's Personnel and Communications divisions work together to promote employment opportunities with the Department after they have been posted online by the Department of Human Resources. The information is also distributed to the following networks in an effort to increase awareness and ensure a diverse applicant pool:

- City Council Members
- State Senators and Representatives whose districts include Chicago constituents
- Office of Public Engagement
- Office of New Americans
- Social media posts on OEMC's Facebook and Twitter profiles, as well as to various neighborhood/community groups on Facebook

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-20 Crosswalk

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Martin asked for the criteria for an intersection to be assigned a crossing guard.

The criteria are as follows:

- At least 25 unattended students crossing (8th grade or younger)
- Average walking speed for gap: 3 seconds
- A crosswalk is located
- The crossing is on the suggested route to school
- If there is/are stop signs, at least 500 vehicles per hour
- If there is no control device, at least 350 vehicles per hour
- If there are traffic lights, at least 300 turning vehicles per hour

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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-21 LPR Cameras

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Dowell asked for a list of all LPR Cameras citywide.

All CPD patrol cars are outfitted with 2 mobile LPRs per vehicle. Additionally, the City currently has installed 163 fixed LPRs city-wide. Due to operational security protections, we are not able to submit written detail regarding location specifics for each camera. However, we are happy to invite you to our offices to review this information in person. Please contact Ruben Madrigal, Managing Deputy of Public Safety Information Technology, at Ruben.Madrigal@cityofchicago.org to arrange a meeting around your availability.

As always, please let me know if you have any further questions.



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-22 Cameras

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Dowell asked for a list of cameras in the 3rd Ward.

There are 67 cameras owned by CPD and OEMC in the 3rd Ward. Due to operational security protections, we are not able to submit written detail regarding location specifics for each camera. However, we are happy to invite you to our offices to review this information in person. Please contact Ruben Madrigal, Managing Deputy of Public Safety Information Technology, at Ruben.Madrigal@cityofchicago.org to arrange a meeting around your availability.

As always, please let me know if you have any further questions.



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Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-24 911 Calls

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Mitts asked for the year to date number of 911 calls by police district.

The breakdown of YTD 911 calls that were dispatched for service is attached as Exhibit A.

As always, please let me know if you have any further questions.

Exhibit A

2019 YTD Event Count	
District	911 Calls Dispatched for Service
ALL	1,159,395
001	54,018
002	48,100
003	59,190
004	63,362
005	42,457
006	68,199
007	52,222
008	80,263
009	55,753
010	47,059
011	79,489
012	64,858
014	40,315
015	43,218
016	41,591
017	38,565
018	55,892
019	56,316
020	24,757
022	38,542
024	40,446
025	63,690



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Date: November 4, 2019

Re: Request for Information from Annual Appropriation Committee Hearing

ID#: 58-25 Mental Health

The attached information is in response to questions posed at our department's hearing on October 31, 2019 to discuss the proposed 2020 budget.

Alderman Mitts asked for the year to date number of calls that pertain to mental health and overdoses.

The breakdown of YTD 911 calls that were dispatched for service that pertain to mental health and overdoses is attached as Exhibit A.

As always, please let me know if you have any further questions.

Exhibit A

2019 YTD Event Count		
District	CIT Calls	OD Calls
ALL	34,767	2,709
001	1,983	135
002	1,570	98
003	1,612	77
004	2,039	85
005	1,394	64
006	1,965	94
007	1,635	81
008	2,093	84
009	1,431	72
010	1,142	163
011	1,952	770
012	1,700	170
014	1,093	62
015	1,295	214
016	1,113	61
017	1,140	48
018	1,718	78
019	2,076	65
020	1,132	39
022	1,148	35
024	1,843	53
025	1,678	160



OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS
CITY OF CHICAGO

MEMORANDUM

To: Brendan Reilly
President Pro Tempore
Alderman, 42nd Ward

From: Rich Guidice
Executive Director
Chicago Office of Emergency Management and Communications

CC: The Honorable Pat Dowell, Chairman, Committee on Budget and Government Operations

Date: November 22, 2019

Re: Follow-Up Request for Information – 2020 Budget

Dear Alderman Reilly,

This memo is in response to your November 18th, 2019 request for additional information in follow up to the 2020 Budget Hearing held by the City Council Committee on Budget and Government Operations for the Office of Emergency Management and Communication on October 31st, 2019. In that letter, you requested the following six items:

- Changes in headcount projected for 2020
- Number of funded vacancies and breakdown for 2020
- Number of vacancies being cut – what positions (job titles) are being eliminated?
- Number of non-union employees to receive salary increases in 2020 budget
- Description of outsources services projected for 2020
- List of savings and cost-efficiencies due to zero-based budgeting

Details pertaining to these information requests are lists below. As always, please let me know if you have any further questions.

Changes in Headcount Projected for 2020:

- We are projecting a net decrease of **168** positions in the 2020 Recommended Budget
 - **Decreases** (205 total moves/cuts):
 - 132 positions (112 employees and 20 vacancies) will report to the Office of Public Safety Administration (OPSA) effective 1/1/20
 - 61 employees assigned to Aviation Dispatch (24 at Midway and 37 at O'Hare) will report to the Chicago Department of Aviation (CDA) effective 1/1/20
 - **Increases** (37 new vacancies added):
 - 33 full-time Traffic Control Aide positions will be added to OEMC's budget effective 1/1/20
 - 4 Supervising Police Communication Operator positions will be added to OEMC's budget effective 1/20/20

Number and breakdown of funded vacancies in 2020:

- **257** vacancies
 - **96** crossing guard positions
 - **83** on the Police side of the 911 floor
 - **41** traffic control positions
 - **15** on the Fire side of the 911 floor
 - **10** positions at 311
 - **8** positions at OEM

Number of vacancies being cut (not moved) for 2020; with Positions and Job Titles:

- **12** vacancies were cut outright from OEMC in the 2020 Recommended Budget
 - **7-** PCOI's (0353 fund)
 - **1-** Deputy Director (UASI)
 - **3-** Senior Emergency Management Coordinator (UASI)
 - **1-** Supervising Traffic Control Aide (Midway 610 Fund)

Number of non-union employees to receive salary increases in 2020 budget:

- **Zero** -0- non-union employees will receive salary increases in 2020

Description of outsourced services projected for 2020:

- The OEMC will not be outsourcing any services in 2020

List of savings and cost-efficiencies due to zero-based budgeting:

As part of the zero-based budgeting process, the department worked closely with the Office of Budget and Management (OBM) to ensure every budget line, no matter how large or small, was justified down to the penny. Savings identified were transferred into accounts that identified required increases based on contracted amounts or expenditure trends in FY2019.

- **ARS Consolidation** moved 3 SPCO and 54 PCOI's to 911 to aide with staffing and reduce the need for overtime
- **TCA Switch** added 33 full-time TCAs (28 O'Hare, 5 at Midway), but reduced TCA Hourly count for an even budget
- **OPSA Consolidation** results in streamlined operations and reduction of vacancies will result in cost effectiveness (1 Deputy Director vacancy cut as part of OPSA changes)

Sincerely Yours,
Rich Guidice